**POSITION DESCRIPTION**

**POSITION SUMMARY:**

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| --- | --- | --- | --- | --- | --- |
| **Position Title:** | Elder Care Support (ECS) Connector | | | | |
| **Department:** | Eldercare | **Location** | | Palm Island | |
| **Reporting To (Title):** | Eldercare Coordinator | | | | |
| **Employment Status** | Full-time / Part-time | | Level | |  |
| **Award** | Social, Community, Home Care and Disability Services Industry Award 2010 | | | | |
| **Contacts and Critical relationships** | **Internal**   * Executive Manager * Medical Staff * Corporate Office * Other PICC Services   **External**   * Clients * Aged Care Assessors * Other service providers on Palm Island * Palm Island community | | | | |
| **Organisation Structure** | ***See Attachment*** | | | | |

**ABOUT THE ORGANISATION**

PICC is a not-for-profit, community-controlled organisation that provides a wide range of health, community services, and social enterprises. PICC’s community services include child protection, early childhood, disability, youth, community justice, domestic and family violence, women’s and family programs, and diversionary services. Our health and community services are funded by various state and federal funding bodies. Our Social Enterprises are a self-funded arm of PICC that includes the community shop, mechanical and fuel services, accommodation, catering, cleaning, transport, maintenance services, and other activities. PICC established its Social Enterprises to provide necessary services and create local employment on Palm Island.

PICC’s Vision and Mission are:

* + **Vision**: A healthy, resilient, and productive Palm Island;
  + **Mission**: Quality integrated and responsive services that meet community need and are delivered by Palm Islanders.

**PURPOSE OF THE DEPARTMENT**

The Elder Care Support Team will support clients to understand their aged care service entitlements, including My Aged Care registration, contractual arrangements and costs, and will help ensure Elders and their families are well-prepared for plan reviews and outcomes. This role will liaise with aged care Assessors to ensure Elders are well-supported throughout the assessment process. This role involves managing a small team, ensuring high-quality care, maintaining compliance with relevant legislation and standards, and fostering partnerships with clients, families, and community services

**THE ROLE**

The ECS Connector has the primary responsibility of connecting with local Elders, older Aboriginal and Torres Strait Islander people and their families to raise awareness of their aged care entitlements.The overarching function of the ECS Connector is to ensure that support for clients is organised, sequenced and supported to enable effective access to appropriate aged care services both internal and external. The ECS Connector will work closely with the ECS Coordinator. They will also help determine the level of local demand for aged care services, identify existing aged care services, any service gaps.

**TECHNICAL DUTIES**

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| --- | --- |
| **KEY RESPONSIBILITIES** | **KEY PERFORMANCE INDICATORS** |
| Pre assessment support, which may include supporting clients to identify available services and access pathways. | Number of clients supported in identifying services and access pathways per month. |
| Active community outreach to promote aged care services, identify and engage with potential clients. | Number of new potential clients identified and engaged |
| Support clients to identify goals and needs to ensure they get the appropriate level of care and services, which can include referrals to other specialised services and support. | Percentage of clients successfully linked to appropriate services before formal assessment. |
| Support clients’ aged care needs through internal referral processes.  Assist clients with advocacy and support throughout the My Aged Care registration and review processes | Increase in My Aged care  Registration . |
| Provides support to enable client access to appointments | Percentage of clients successfully supported to attend scheduled appointments |
| Liaises with the aged care team to continuously review and enhance the role.. | Frequency of collaboration meetings |
| Supporting clients through the aged care assessment process, which may include briefing assessors, involvement in assessment interviews. | Number of clients supported through the assessment process |
| Support clients and their family to identify and select appropriate aged care service providers. | Percentage of successful provider matches |
| Support clients and their family to understand contractual arrangements and costs of care | Reduction in contract-related queries or issues |
| Participate in performance reviews and carry out additional duties | Timely completion of scheduled performance reviews |
| **RESPONSIBILITIES GENERAL – ALL EMPLOYEES** | **KEY PERFORMANCE INDICATORS** |
| Participate in Workplace Health and Safety training and activities and Risk Management Planning activities | * Training and other activities recorded |
| Record incidents and near-misses in line with practice policy | * Incident reports recorded |
| Practice duty of care including meeting practice standards and accountability | * Evidence of compliance in audits |

**NON-TECHNICAL DUTIES**

|  |  |
| --- | --- |
| **RESPONSIBILITIES** | **KEY PERFORMANCE INDICATORS** |
| Communicates with professional language to a range of people at all levels of organisations and community | * Ability to communicate on all levels with all Corporate and Senior staff members, direct reports, Clients and Visitors |
| Understands, works and communicates effectively with Indigenous people. | * Shows a understanding of the indigenous and Palm Island cultures, builds strong working relationships |
| Write clear and concise reports as required | * Provides clear oral reports with relevant facts and processes explained |
| Engages in formal training when required. | * Attends and completes training |
| Able to maintain confidentiality and consult, negotiate and provide authoritative information and advice as required | * A proven knowledge of current legislation requirements with a medical practice |
| Adhere to the Code of Conduct of the Palm Island Community Company in a manner that is consistent with both its spirit and intent | * Adheres to and is an advocate of the PICC code of conduct * Leading by example |
| Provide a positive contribution to the team through participation team meeting and team-based work processes | * Resolve conflict and participate equitably in positive and successful teams |

Please note that the duties outlined in this position description are not exhaustive, and only an indication of the work of the role. PICC can direct you to carry out duties which it considers are within your level of skill, competence and training. You will be required to perform other duties/tasks as required by your Line Manager.

**SELECTION CRITERIA**

**Professional:**

* Demonstrated experience working in a similar role, specifically within Aged Care
* Strong knowledge and understanding of Aged Care Standards and other relevant government program requirements.
* A sound knowledge of Aboriginal/Torres Strait Islander communities

and relevant organisations.

* Ability to engage and work effectively with Aboriginal people and communities.
* Knowledge of or willingness to learn about the aged care landscape.
* Demonstrated understanding of the principles of person-centred care

and trauma-informed practice

* Excellent interpersonal and communication skills.
* Ability to travel and reside on Palm Island as required

**Other**

* Nationally Coordinated Criminal History Check (Police Check) (essential).
* Must hold a current “C” Class Drivers Licence

**STAFF ACKNOWLEDGMENT**

**POSITION TITLE:** Eldercare Coordinator  **, Palm Island**

This position has been accurately described, is current and has been explained by:

**Palm Island Community Company Representative:**

Date: ……../………./………..

*Signature*

**This position description is accepted with the full understanding of my obligations and authorities and I accept the responsibilities described herein:**

Date: ……../………./………..

*Signature (Employee)*

**DISTRIBUTION**

Signed original for employee personnel file

Copy to employee

